

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

## 1. **TITLE:** (B702) Digital Library Systems Support

**TA No:** SLA001-Rev19

**Task Area Monitor:** **Alternate Task Area Monitor:**

**NASA POC:** None **Software Control Class:** Low Control

**Type of Task:** Recurring Task

## 2. **BACKGROUND**

The NASA Langley Information Management Branch provides services to NASA Langley Research Center and other NASA centers. The LaRC IMB operates a number of integrated hardware-software systems consisting of commercial-of-shelf (COTS) applications, LaRC developed applications and commercial information products. These products and applications are used by the LaRC IMB staff to provide information management services and by the LaRC community in accessing information related to research and overall information needs. These systems include NASA GALAXIE, a NASA-wide library management system containing bibliographic information on the holdings for all NASA libraries and providing modules for managing and automating circulation, acquisitions, authority, cataloging, serials check-ins, materials requests and other library tasks. Other systems include web servers, technical report servers, such as DSpace and TPSAS, interlibrary loan systems such as ILLIAD, and specialized database servers for Metalib, SFX and Refworks. New electronic information products are emerging rapidly and the IMB is continuously evaluating and planning for these new products.

## 3. **OBJECTIVE**

The objective of this task is to provide superior system administration, IT security administration, application management, database administration, customer support, IT consultation and training to the IMB in order to support the LaRC community and other NASA centers as specified in this task.

## 4. **GENERAL IT SUPPORT SERVICES**

### **Services Specified Through Exhibit A:**

Services will include System Administration, IT Security Administration, Application Management, Database Administration, Customer Support and IT Consultation. Refer to Exhibit A, Inventory of Equipment and Software (attached) that has been completed to define the required general IT services as specified in Section 4 of the Statement of Work (SOW). The service of IT Security Administration shall be provided for those "general support systems" (see NPR 2810.1) for which the box indicating "IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the

information category identified for each such system, system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services. The contractor shall support dynamic content delivery to/from IMB website and other IMB systems. Contractor shall work with vendors to administer upgrades and optimize features/enhancements to include but not limited to article linking, catalog linking, request forms and branding

**Maintenance of Software Developed By or For LaRC:**

See Work Area Services for LDR and RIM.

Software Identification: Central Correspondence(Mailroom) File system.

Software Description: Automated filing system which assigns incoming and outgoing official correspondence document locator numbers(DLN). DLNs are utilized to facilitate cross-referencing correspondence, retrieve information and track action-due suspense dates.

Software Class: low

Level of Maintenance: Maintain the system in steady state operation and perform upgrades only at the direction of the LaRC software manager or TAM/Alternate Tam.

LaRC Software Manager: Nannette Atkins

**Customer Support and IT Consultation and Training:**

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 of the SOW for all General IT Support Services.

In support of the NASA wide GALAXIE system the contractor shall provide a help desk service staffed by a SIRSI trained system administrator. The NASA GALAXIE helpdesk assists all NASA libraries by (1) answering questions and resolving problems concerning access and use of the system by library staff and other authorized users (2) preparing and presenting staff training sessions for LaRC and other agency libraries (3) participating in scheduled VITS, and occasionally presenting training or tutorial sessions for the VITS. The contractor shall also maintain the GALAXIE web site (<http://nasagalaxie.larc.nasa.gov>) and write documentation and user guidance.

The contractor shall implement hardware and software installations, configuration, and customization to meet the requirements of the NASA libraries. The NASA GALAXIE system is accessed all working days and supports the NASA centers which are opened from 0800 Eastern Time to 1630 Pacific Time.

Since NASA Galaxie is partially supported by the NASA Scientific and Technical Information (STI) Program, costs for support of that system shall be reported separately in addition to the report of costs for this overall task.

**General IT Support Services Performance Metrics**

Performance Standard: IT consultations regarding new systems and applications meet

customer needs. Required reports are accurate and complete.

Performance Metrics:

- Exceeds: Consultation and reports go beyond customer needs and are considered expert. Recommendations are made and adopted. Schedules are met.
- Meets: Consultation and reports address requirements adequately. Schedules are met.
- Fails: Any of the requirements (a, b, or c) of this subsection is not met. The government finds that critical information has been overlooked.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent. Transfer of requirements to the support team are complete and well documented. Contractor proactively supports requirement definition phase.
- Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.
- Fails: Any of the requirements of this subsection (a through h) are not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: Documentation covering use of application software covered by this requirement is complete, understandable, and up-to-date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in clarity of documentation or documentation is proactively sought from all sources.
- Meets: Documentation is complete with only minor errors noted.
- Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: Responses to requests for complete cost-estimates for new systems or upgrades to existing systems, software, hardware, operating systems should be made within three weeks of a request from the government.

Performance Metrics:

- Exceeds: "Meets"; and recommendations for greater efficiency are actively pursued.
- Meets: Contractor provides the completed cost-estimate within the three week time period.
- Fails: Contractor responds after the three week time period.

Performance Standard: The systems and servers to which this TA applies are kept-up-to-date with minimum disruption in capability due to upgrades. (Some upgrade notifications are

readily available on product discussion lists.)

Performance Metrics:

Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection (a through e) are not satisfied.

Performance Standard: The systems to which this TA applies are operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble system is kept current and daily follow-up of problem resolution is carried out. TAMs are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Performance Standard: Response to requests for help are given within 2 hours. Customer requests are tracked and appropriate expert advice is sought when needed.

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within 2 hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory.

Performance Standard: : Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: Inventory of equipment and software is up-to-date and accurate

Performance Metrics:

Exceeds: "Meets" and: semi-annual audit finds no deviations from the actual configuration; or improvements have been made to the configuration management system

Meets: Method of keeping the information is satisfactory, semi-annual audit finds only minor deviations from actual configuration, and tracking log is up-to-date.

Fails: Any of the requirements of this subsection (a through c) are not satisfied

Performance Standard: The security of systems and data that fall under this TA is ensured

Performance Metrics:

- Exceeds: "Meets" and improvements to security procedures or tools are recommended and adopted
- Meets: Vulnerabilities and incidents are tracked monthly and demonstrate a downward trend. The status of risk assessments and sensitivities are reported quarterly.
- Fails: The monthly number of vulnerabilities and incidents has increased for more than two successive months.

Performance Standard: System security plan documentation is approved and all documents are kept up-to-date according to NASA guidance.

Performance Metrics:

- Exceeds: "Meets" and: semi-annual audit finds no deviations from the actual configuration.
- Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration, and tracking log is up-to-date.
- Fails: Any of the requirements of this subsection (a through c) are not satisfied.

Performance Standard: The NASA Galaxie system is operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

- Exceeds: "Meets" and: significant improvement in efficiency is noted.
- Meets: Response to system problems during prime shift is within 2 hours of notification. Trouble system is kept current and daily follow-up of problem resolution is carried out. The Work Area Manager is kept informed.
- Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Performance Standard: Archiving schedules are met and systems are ready to restore databases on short notice.

Performance Metrics:

- Exceeds: "Meets" and improvements in recovery procedures are recommended and adopted.
- Meets: Archiving schedules are met. Semi-annual disaster recovery tests are held and confirm readiness for disaster recovery.
- Fails: Either requirement of this subsection, a, b, is not satisfied.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

Work Area Title: NASA Galaxie Support

LaRC Manager:

Work Area Description: IMB provides support for NASA Galaxie, a NASA-wide library management system that contains bibliographic information on the holdings for all NASA libraries and provides modules for managing and automating circulation, acquisitions, authority, cataloging, serials check-ins, materials requests and other library tasks.

Work Area Requirements: Work Area Requirements: Additional specific details and requirements provided under GENERAL IT SERVICES "Customer Support" in this TA. Provide integrated support for NASA Galaxie system and provide customer support to staff in all NASA libraries in the form of a Help Desk (offering telephone support, staff training and documentation) and meetings with users. Provide daily maintenance for the system to include reindexing and other tasks supporting system performance. Customize the Sirsi software to meet the requirements of the NASA libraries. Assist the NASA Galaxie manager(civil servant) in retrieving statistical and other administrative data from the system for reporting use and other trends. Provide IMB with input as to maintenance needs of the system, needed system upgrades, changes in system technology.

Work Area Title: Langley Digital Repository

LaRC Manager:

Work Area Description: The Langley digital repository gives users access to formal and informal publications by Langley researchers, including Meeting Presentations, Journal Articles, Conference Proceedings, and Technical Reports. Documents are served out in PDF format.

Work Area Requirements: General IT Services and metrics apply. The contractor will assist in the continued development of LDR using the DSpace opensource repository software. Usability will be a primary focus in the next stage of system development. More communities (project archives, etc.) will be created as IMB begins digitizing key collections of materials. In addition to supporting repository growth and ease of use the contractor will keep the TAM informed of any changes, or upgrades needed for further improvement

Work Area Title: Research Information Management (RIM)

LaRC Manager:

Work Area Description: The Research Information Management area of the Information Management Branch manages the database tracking and electronic dissemination of Langley's scientific and technical information (STI) and provides STI statistical data to management. Langley Form 99, □ Technical Publication Approval Form, □ is required for all Langley authored or coauthored STI document submittals. All LF99 submittals and approvals are tracked through the Technical Publication and Submittal System (TPSAS). Publicly available reports and papers are electronically disseminated through STIPO's technical reports server(NTRS). Procedures for the review and approval of STI documents can be found in LMS-CP-5904

Work Area Requirements: General IT Services and metrics apply.

Utilize this task to provide maintenance to the current TPSAS application. Maintenance includes: fixing errors, responding to notification of system problems (those only coming from the TAM/Alternate TAM, LaRC Manager), testing when new software versions are installed on the centralized environments (ColdFusion, Oracle, etc.), and ensuring that the system performs at the same production level after software upgrades. TPSAS software modifications required to upgrade operating system software(Oracle, Cold Fusion) or

correct errors and requiring no more than 4 working hours to complete shall be performed at the discretion of the Contractor without Government authorization. The Contractor shall also use this task to support the export of TPSAS metadata and reports into appropriate Center or Agency repositories when necessary. The contractor shall inform the TAM/alt. TAM when this work is to occur and shall maintain a record of these. For all other TPSAS maintenance and enhancement activities, the contractor shall submit to the TAM/alt. TAM a brief proposal detailing the work to be performed, estimated cost, and schedule. Work on proposed activities shall not commence until authorized by the TAM/Alt. TAM.

A breakout of the costs for this system will be part of the monthly task cost report

Work Area Title: Langley Google Implementation

LaRC Manager:

Work Area Description: The Information Management Branch will be installing, integrating and implementing a Google Search Appliance and Google Custom Search Engine at LaRC. This work will be the backbone for connecting multiple sources of information and making it accessible to LaRC's technical community.

Work Area Requirements: The Contractor shall purchase, install and assist in integrating the specified Google Search Appliance and the Google Custom Search product. The Contractor will work with Google engineers and Information Management Branch staff to optimize the use of Google and specified information resources (i.e. websites, databases, fileshares etc) at LaRC. Costs for this subtask are to be reported separately on the monthly task cost reports

Work Area Title: Langley Digital Library Services Systems

LaRC Manager:

Work Area Description: Langley Digital Library services utilizes: MetaLib for multi-database searching; SFX for OpenURL linking; ILLiad for request processing; and, RefWorks for citation management and literature search delivery. These and other work area systems (and potentially other technologies) are inter-dependent in terms of providing digital library services to the customer.

Work Area Requirements: General IT Services and metrics apply. The contractor will assist in the continued development and interoperability of Digital Library Systems. Customer usability will be a primary focus in the next stage of system-to-system development.

## **7. Exhibit A**

[Exhibit A](#)

## **8. SPECIAL SECURITY REQUIREMENTS**

Secret clearance is needed for personnel who work on systems in classified files.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

The contractor shall follow the processes for software maintenance and operation as specified according to the software control class in Task Assignment SL001.

#### **10. JOINT REVIEW SCHEDULE**

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternates are required to attend. Contractor representative performing the work, contractor's supervisor, and task monitor. Technical performance, timeliness, and cost will be discussed.

#### **11. PERIOD OF PERFORMANCE**

This TA is effective from 02/01/08 to 04/27/09

#### **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 70%      Timeliness: 30%

#### **13. RESPONSE REQUIREMENTS**

Within two weeks from the receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule. The task plan shall include the delivery of schedule for delivery of the Software Project Management Plan (SPMP), Maintenance Plan, and Operations Plan, when they are required. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

#### **14. FUNDING INFORMATION**

Funding has not been entered for this TA.

#### **15. MILESTONES**

None required.

#### **16. DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule
1	Recommendations for hardware/software purchases to sustain and enhance systems	Every 6 months.

#### **17. FILE ATTACHMENTS**

None.



